

Bert W. King
24 Jones Avenue, Greenville, SC 29601

May 8, 2007

Federal Communications Commission
455 12th Street N.W.
Washington, DC 20005

Re: Public Comment on Proposed XM-Sirius Merger (MB Docket No. 07-57)

To the Commissioners:

As a multiple subscriber to XM Satellite Radio, I am writing to describe my experience with XM's customer service that goes to the heart of why the merger between the two companies should be denied. Every effort I made to cancel a single subscription has been thwarted. I tried to do it online and found that I wasn't able to manage my account. I next called the Listener Care number only to get an automated system that couldn't understand voice commands and gave no longer option. When I became infuriated enough to curse at it, it did put me on hold for a customer service agent. At least it understood that. After 10 or 15 minutes of waiting, it dropped the line. Next I tried emailing Listener Care. No response. I even emailed the CEO twice and got zero response. The only option open to me is to invalidate my credit card, which will cancel three subscriptions, plus eventually another on a multi-year subscription. This indifference towards its subscribers has left me a very dissatisfied customer, so dissatisfied that I no longer want to subscribe to XM. I feel that my only option is Sirius Satellite Radio, where I am sure that I will be able to find a reasonable substitute. I do not want to spend my time downloading music to an iPod or MP3 player, nor do I want the clutter and investment in CD's. The great attraction to satellite radio for me has been discovery. Today, I listen to music that I have never listened to before, such as Blues, Jazz, and especially the eclectic mix on the Hear Channel. I hear music that I would have never been exposed to if I downloaded music or bought CD's. For that matter, terrestrial radio does not compete either. It is the same old worn out format no matter where you go, but more than anything, it is the incessant commercials. My past experience with Sirius' customer service has been positive. Perhaps it is because they are trying to catch up with XM in subscriptions and one way to do this is my keeping your customers happy. XM doesn't have to worry about this as much, since they are the market leader. A combined company wouldn't have to worry about it at all. I do without cable because of the poor customer service by the monopoly provider in the area. If the two are allowed to combine, it will likely come to the same thing with satellite radio. Please deny the merger and preserve our choice.

The fact that I will change service means that I have a wasted investment in the satellite radio hardware. If the satellite radio providers had adhered to the mandate for interoperable radios, I wouldn't be faced with this problem. I could simply subscriber to Sirius. I have nearly \$1,000 invested in XM equipment. Since the satellite providers have ignored the intent of the mandate for interoperable radios, I think it is only fair that the FCC mandate that satellite radio providers accept a trade in of its competitor's radio for a comparable radio, completely free of charge to the consumer. This would also accomplish the intent of the original mandate and penalize the satellite radio providers for ignoring the Commission's rules.

Sincerely,

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